

Employee Identification Records
Home Telephone Numbers and Addresses

Annex II

Telephone Room System and Procedure

1. Present System - Pursuant to the requirements of Regulation [] the Machine Records Division, Office of the Comptroller, furnished to the telephone room Forms 37-6 "Personnel Information Card" reflecting names, office extensions, components, room numbers, buildings and also home telephone numbers and addresses. These machine record cards are in addition to the Flexoline strips showing names, extensions, components, room numbers and Buildings prepared for the telephone "Information Desk". The cards are organized alphabetically by name and housed in vertical position in four Cole-Steel 2 drawer box files, designed for cards size 5 x 8. This stationary file is located at the north end of the switch-board.
 - a. Card Volume - At present there are approximately 8500 cards in file. This total comprises a machine records count.
 - b. Card Changes - Change cards average 478 per month for a three months' period in 1954 as follows: May-408, June-573 and July-453. Prior to May 1954 the telephone room did not maintain statistical data on these cards.
 - c. Call Volume - The Chief, Telephone Section reports that telephonic requests from outside sources for home telephone numbers and addresses average 40 to 50 per month. Normally, peak activity occurs during off duty hours on weekends.
 - d. Operating Method - Form 37-6 contains space for 4 classifications one of which must be selected and checked by an authorized officer to indicate the extent information should be restricted due to lack of operating necessity or protective cover as appropriate on each staff employee. A table reflecting a brief analysis thereof as applicable to the telephone room is provided in TAB A. Sample cards are mounted in TAB B. Published instructions for the preparation of Form 37-6 may be found in TAB C. Security Instructions are in TAB D.
 - e. Difficulties Experienced - The Chief, Telephone Section reports the following difficulties of a recurring nature.

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- (1) Administrative officers in various components do not furnish new and change cards on a current basis i.e. fast enough to meet requirements for official calls.
- (2) Administrative Officers do not always request the Machine Records Division to withdraw the cards on some employees who convert from overt to covert status and follow through with a properly prepared change card, Form 37-6. Thus, information on a non-current card in the telephone room may be given out inadvertently.
- (3) In general, many employees in semi-covert and covert status do not realize that information on their names is restricted and therefore not available from the "Information Desk" in the telephone room. Thus, some employees complain when such information is withheld. Others complain to the Telephone Section when the information is obtained from another source or is given out inadvertently.
- (4) Building guards call the telephone room to locate Agency employees at the request of visitors. This has occurred during both business and after hours from posts where receptionists are assigned and not assigned. On some occasions, the visitors have been allowed to use the Agency guard telephones for such purpose.
- (5) Frequently, covert employees call from outside sources to obtain the home telephone numbers and addresses and, also, office extensions of other covert employees, whom they know. Sometimes irritation and severe criticism results when the operator states "I am sorry I have no one listed by that name".

f. Operating Deficiency - Night operators occupy Positions 3 and 5 on the telephone switchboard. A duplicate mobile rotary leaf official "information" file is moved in place between them. Upon receipt of outside calls for home telephone numbers and addresses, the night operators have to leave their posts at the switchboard, move 15 and 20 feet, respectively, to obtain the requested information from the stationary file and return the same distance to their posts to complete the calls. During the interval 5 or 6 calls may flash on the switchboard.

2. Present Operating Procedure - An extract from the official Agency manual on "Telephone Operating Procedures and Practices" is provided as follows:

Reference: Chapter VI - Telephone Information, Paragraph E

E. Requests for Home Telephone Numbers From Outside the Agency.

Home telephone numbers and addresses are not to be given on calls coming in from outside, except where the caller can positively identify that he is an employee of the Agency.

1. During regular office hours (8:30 A.M. to 5:00 P.M., Monday through Friday) if a request is received from an outside source for a home telephone number or address, say, "I WILL CONNECT YOU WITH PERSONNEL RECORDS, PERHAPS THEY CAN HELP YOU."

2. During other than regular office hours (5:00 P.M. to 8:30 A.M., Monday through Friday and all day Saturday, Sunday and holidays) if a request for a home telephone number or address is received, first check the information file to determine if the party desired is listed as OVERT or COVERT information. If COVERT, say, "I AM SORRY I HAVE NO ONE LISTED BY THAT NAME." If caller persists, say, "I WILL CONNECT YOU WITH THE WATCH OFFICER PERHAPS HE CAN HELP YOU." Ring the Watch Office, before connecting the calling party and tell him you have a call from outside, that wishes the home telephone number or address, of a person listed as COVERT information.

If called party is listed as OVERT, ask, "ARE YOU EMPLOYED WITH THE AGENCY?" If the answer is, "YES," ask, "MAY I HAVE YOUR NAME AND EXTENSION, PLEASE?" Verify name and extension of calling party by checking the information file and furnish the home telephone number or address requested, only if the calling party is listed.

If calling party is not listed with the Agency, say, "I AM SORRY, I DO NOT HAVE THAT INFORMATION AVAILABLE." If the calling party persists, say, "SHALL I CONNECT YOU WITH THE WATCH OFFICER? PERHAPS HE CAN HELP YOU."